

How the Financial Services Authority (FSA) recruited the best talent for their graduate programme

Keywords: Graduate programme, interactive exercises, competency based and technical interviews, psychometric tests, candidates' experience.

→ The challenge

We have worked in partnership with the FSA for over eight years designing and delivering their graduate recruitment strategy, whilst developing a really close relationship with the client.

→ The solution

We were initially tasked with the design and delivery of interviews and exercises. At the initial stages of the project, Mendas spent a lot of time at the FSA offices to agree a framework that would tackle the specific challenges the FSA was facing.

The agreed framework involved:

- Pre-screening telephone interviews
- First stage of assessment centre
- Second stage of assessment centre

The first assessment centre comprised a Team interactive exercise involving 6 candidates, followed by psychometric tests. The second stage involved a technical and competency based interview, followed by another interactive exercise (this time an individual exercise).

While Mendas was delivering the initial telephone interviews and the first stage of assessment, the FSA was involved in the delivery of the second stage.

One of the key challenges we were facing was handling high volume of applications, whilst being able to offer positions quickly so that our client wouldn't lose the best talent. For this reason we refined the structure of the framework, to combine the last two stages into one day- to be run within only a couple of days distance from the telephone interview stage.

Early on the project it became clear how delivering a great experience for candidates was key in attracting high calibre talent. Mendas ability to really focus on the candidates experience has met these challenges head on. From the pre-event communications through to every detail during all events and exercises, has contributed to an experience that was rated both highly fair and professional.

More recently Mendas has trained FSA assessors to deliver these events independently.

→ The achievements

In a recent round of graduate recruitment, after initial application form sifting, we telephone interviewed 400 candidates and assessed 300 at assessment centres. Assessment events were run over a period of four weeks, with 18 candidates being assessed in a given day. All results were provided on the day of assessment.

This work has allowed Mendas to build upon its recruitment and assessment skills by focusing specifically on graduate recruitment, which has become a volatile, fast-moving and competitive area of recruitment.

